



ARIZONA CORPORATION COMMISSION

4700

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Greg Freeman

Phone: [REDACTED]

2008 Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION

Date: 4/24/2008

Opinion No. 2008 - 68196

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Diana Last: Gara-Weiner

Account Name: Diane Gara-Weiner

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: [REDACTED] Zip: [REDACTED]

is: [REDACTED]

Utility Company: Utility Systems, LLC, DBA Christopher Creek Haven Water/

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/24/2008-CORRESPONDENCE RECEIVED: OPINION OPPOSED: DOCKET NUMBER W-20459A-08-0167

[REDACTED]

April 21, 2008

1200 West Washington  
Phoenix AZ 85007-2927  
Ladies and Gentlemen:

Re: increase Application n/o  
Utility Systems, LLC, DBA  
Gardner Water, Colcord Estates, AZ

This letter is a protest regarding the requested fee increase for the above. The information we have in hand is that the increase requested is 64%.

Basically, a 64% increase is exorbitant whether it is water, electricity or any other service or product. Please consider that water service at this location is sometimes never utilized for years at a time and then only perhaps once or twice a year, yet we are paying a monthly fee. Albeit a rate increase may be reasonable, it should be viewed in light of the 64% requested.

I will appreciate your informing me when a hearing date has been set. I can be reached by mail at the above address or by telephone at 6022661732.

Sincerely,

Diane Gara-Weiner,

\*End of Complaint

Arizona Corporation Commission  
DOCKETED

APR 25 2008

DOCKETED BY [Signature]

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

04/24/2008-SUBMITTED TO DOCKET NUMBER W-20459A-08-0167

04/24/2008-LETTER MAILED TO CUSTOMER

04/24/2008-I called customer and provided her our phone number and instructions on how to check for hearing dates. Customer was not available so I left a voicemail message and mailed this letter.

April 24, 2008

RE: UTILITY SYSTEMS, LLC DBA GARDNER WATER

Dear Diane Gara-Weiner:

Your letter regarding the Utility Systems, LLC dba Gardner Water ("Utility Systems") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Utility Systems application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Greg Freeman  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

**Date Completed: 4/24/2008**

**Opinion No. 2008 - 68196**

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**Substantiated/Un-Substantiated not yet determined**

**Notes:**